

Clerical and Office Branch
Office Machine Operation Group
Public Safety Dispatch Series

PUBLIC SAFETY DISPATCHER-FIRE

07/00 (LBT)

Summary

Under general supervision, on assigned shift, receive emergency calls, triage medical calls, respond to alarms and dispatch responding units; provide pre-arrival instructions; respond to calls from field and post units.

Typical Duties

Receive, relay and transmit routine and emergency calls. Involves: screening calls for appropriate response; scanning City maps and alarm registers to determine location of emergency; contacting appropriate units by radio and relaying necessary information concerning the nature and location of emergency using computerized phone switch, paging system and Computer aided Dispatch (CAD); responding to radio, Mobile Command Terminal (MCT) and telephone requests from responding units; coordinating communications for multi-unit, multi-agency responses; maintaining records of current unit status and managing system status to maximize level of departmental capabilities; maintaining awareness of availability of hospital, private and transient ambulances; operating computer terminal to maintain call documentation and system status reports; contacting other public safety agencies, utilities, special teams, investigators, medical personnel, hospitals, poison control, private citizens or supervisors when requested; providing self help or requested information to caller or referring them to supervisors; transferring callers to designated respondent; simultaneously coordinating activities of multiple units at scene.

Maintain data and command logs and other related records. Involves: posting updates and changes to City maps and street locator guides; maintaining records of call location, nature of call, unit(s) dispatched and disposition of call; logging records into computer system; operating equipment used to record in-coming calls; maintaining records concerning status, condition and location of hydrants and sprinkler systems.

Perform related incidental duties contributing to realization of unit or team objectives as required. Involves: substituting for supervisors or coworkers as qualified by carrying out specific functions to maintain continuity of ordinary operations; providing specified support for miscellaneous projects or activities by higher graded personnel as instructed; monitoring and notifying supervisor of communication problems and equipment malfunctions; explaining and demonstrating work performed to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments pertaining to functions of other positions for training purposes under general supervision; conducting extensive peer training; participating in special projects such as emergency management drills; preparing and submitting recurring and special status reports; keeping tools, equipment and work area orderly, safe and clean.

Minimum Qualifications

Training and Experience: Graduation from high school or GED plus two (2) years of general work experience, including one (1) year of public contact; or an equivalent combination of training and experience.

Knowledge, Skills and Abilities: Good knowledge of: radio dispatching practices and procedures; City streets, intersections and geographical layout addressing system; 911 call taking procedures; record keeping methods.

Ability to: operate radio communications equipment; determine the extent of an emergency; learn, comprehend and apply public safety procedures manual; make quick and accurate decisions based on the situation and established procedures; read and interpret maps and street locators; dispatch fire and medical transport units; track location and activities of operating field units; simultaneously monitor multiple computer screens; update unit functions in CAD; understand and comply with Federal Communication Commission, departmental, or other rules and regulations; respond rapidly to multiple calls of varying urgency; maintaining awareness of availability of hospital, private and transient ambulances; express oneself clearly, concisely and courteously, both orally and in writing, to obtain and accurately record information such as quantity, description and location, and explain procedures, ordinances and other information to general public; establish and maintain effective working relationships with fellow employees and the general public.

Skill in the safe operation and care of: radio and telephone communication equipment and related computer equipment.

Special Requirements: Must type 35 words per minute. Work flexible hours including shift work, weekends and holidays. Subject to call-back during non-working hours and mandatory overtime. Must successfully pass an audiogram, drug screen and stringent background investigation.

Physical Effort & Work Environment: Continuously sit in a restricted, noisy work space, wearing a headset while using a foot pedal to operate audio and voice communication equipment.

Licenses and Certificates: Must successfully complete by end of probationary period: American Heart Association Cardio-Pulmonary Resuscitation (CPR) Health Provider Course or equivalent, Basic First Aid, APCO or Texas Department of Health Telecommunicator, and Emergency Medical Dispatcher courses. Must maintain local and state certifications during course of employment, to include Department and Division requirements for continuing education credits

Director of Personnel

Department Head

OFFICIAL